

## **Important information regarding Future Flight credits**

Effective 1 December 2022, Virgin Australia will be moving all Future Flight credit tickets that are not currently associated to a live booking to NOGO status.

### **Why is Virgin Australia moving all Future Flight credit tickets to NOGO?**

In order for Virgin Australia to enable GDS refunds we are required to isolate any Future Flight credit tickets in line with the terms of our voluntary administration to remove the ability to refund.

### **How will you be able to manage any Future Flight credit tickets you are managing on behalf of your customers?**

To access the credit associated with any open Future Flight credits you have two options:

#### **1. Authority to move financial delegation to your Customer**

In the event you wish to enable the ticketed traveller to use their Future Flight Credit for bookings directly with Virgin Australia, you can advise your guest when they are ready to use their Future Flight credit to contact the Virgin Australia Guest Contact centre and we will assist the guests directly with using their Future Flight credit towards a new booking.

#### **2. Continue to manage Credits (Unused tickets) on behalf of your Customer**

Any eligible Credits (unused tickets) you are holding on behalf of customers can continue to be used towards new Virgin Australia bookings. Once new flights have been booked in your GDS, please contact Virgin Australia Industry Support who will reissue the ticket on your behalf using any available Credit (unused ticket). Any applicable additional collection (ADCOL) will need to be paid by credit card. Please ensure you have the Credit (unused ticket) details available when contacting Virgin Australia..

More information about our Future Flight Credit Policy can be found on the Virgin Australia [Agency Hub](#).

Thank you for your continued support, if you have any questions please contact our Virgin Australia Industry Support team on 13 67 89.